harri | CARAVAN

How Caravan Restaurants
Reduced Their Time To Hire
To Just 7 Days

Industry: Hospitality

Harri Product Suite: Talent Acquisition

Harri Customer Since: October 2018

EXECUTIVE SUMMARY

Caravan is a multi-site, omnichannel restaurant and coffee company with seven restaurants, three coffee bars, and a coffee roastery that services their consumer and wholesale coffee business. Founded in 2010, Caravan has been at the heart of the all-day dining, brunch, and craft coffee scene for over a decade. With their commitment to their original concept – well-travelled food and coffee for all-day drinking – the brand has won over Londoners, locals, media, and the national food and coffee scenes.

Thanks to their roastery business, Caravan has expanded beyond their own sites to bring the Caravan coffee experience to cafés, coffee shops, and other UK hospitality businesses. Now, with D2C and retail coffee, they're in more households than ever before.

THE CHALLENGE

In an attempt to speed up and refine their hiring process, the Caravan team trialled an HR management solution, but it just wasn't working for them.

THE SOLUTION

To reduce the time spent screening, interviewing, and onboarding candidates, Caravan restaurants implemented Harri.

KEY RESULTS

- Days to hire: 7 days
- Tech adoption: 24%

"

"We are a value-led business, with our four values of All Welcome, No Boundaries, Well-Travelled and Caravan of Love present in everything we do and all our decision making."

- Fernanda Antonio, Head of People & Culture at Caravan Restaurants

"

harri | **CARAVAN**

When sourcing talent for their extensive portfolio of restaurants and coffee bars, managers at Caravan Restaurants would spend hours screening candidates via email, where applications would often get lost or go unnoticed. So in 2018, they began their search for a solution that would allow them to spend less time screening and more time interviewing and onboarding suitable talent – two crucial steps in the talent acquisition process. The team trialled a popular workforce management solution, but it just didn't work for them.

Determined to move away from manual processes, Caravan sought out a talent acquisition solution.

> "The platform is really easy to use, which is especially important when onboarding new managers."
>
> *– Fernanda Antonio, Head of People & Culture at Caravan Restaurants*

In 2018, Caravan implemented Harri's talent acquisition software to source and onboard employees for their restaurants and coffee bars with ease. Their managers can now spend less time manually posting open positions on multiple job boards (like Indeed and CV-Library) and more time providing an unbeatable customer experience to their customers. Once candidates start applying to open positions, managers can also spend less time screening candidates thanks to the customisable screening questions on the platform. These allow managers to quickly identify if a candidate is both suitable for the role and a good culture fit before inviting them for an interview.

The team is particularly impressed with the Employee Social Referral feature, which streamlines the recruitment process, as well as the TrustID integration, which ensures compliance with Right to Work legislation. The latter is especially important for a business with multiple sites across the country. Ultimately, their managers now spend less time screening candidates and more time interviewing them, as well as ensuring the first day runs smoothly for workers. Their average time to hire is now around seven days.
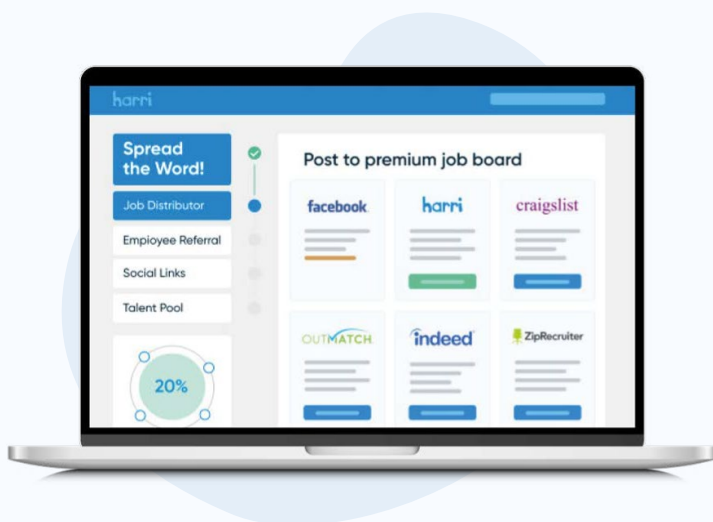
> "There's a real sense of community within Harri. I worked with Simona [Customer Success Manager at Harri] to ensure our adverts were built correctly and that we're getting the most out of the platform. She has been so incredibly helpful. We get so many applicants per role now. Our time to hire has also reduced to just seven days for most roles."
>
> *– Fernanda Antonio, Head of People & Culture at Caravan Restaurants*

Simplified Onboarding for Hospitality

Learn More